



NATIONAL INTERAGENCY FIRE CENTER

3833 South Development Avenue
Boise, Idaho 83705



9216 NFES (FA240)

November 6, 2006

NATIONAL FIRE EQUIPMENT SYSTEM CACHE MEMORANDUM NO. 07-1



To: NFES National Incident Support Caches

From: Paul Naman, NFES Representative

Subject: Complaint Process for GSA Provided Fire Supplies and Equipment



Users of fire supplies and equipment are often uncertain of how to proceed when they have a problem or complaint about an item. For GSA provided fire supplies and equipment, GSA recommends that one of the following processes be used to remedy a product deficiency or to address a shipping concern:



By Telephone: Call 800-525-8027 and select option #2 for Customer Service. Indicate you are calling about a fire suppression item. The call center is staffed 7:00 a.m. to 6:00 p.m. (Central time). Callers outside those hours should leave a clear message with their name, business phone number, and a brief description of the problem.



eResolve: Report a problem via the internet by going to www.gsa.gov/ncsc and select eResolve, an online customer service solution. The eResolve site allows direct reporting of problems with a requisition or GSA Global Supply order shipment, including damage, short/over, wrong item, quality, tracing shipments, and merchandise return issues. Indicate you are calling about a fire suppression item.



Email: Send a message to NCSCcustomer.service@gsa.gov, indicating "Fire Suppression" on the subject line.



Other: Although GSA prefers customers utilize the telephone or electronic methods listed above, forms can still be sent via mail or fax. Customers seeking the Product Quality Deficiency Report (QDR) form can download it online at www.gsa.gov/forms, and searching for form SF368. To submit the form via:

Fax: 816-926-5561

Mail: U.S. General Services Administration
Attn: Fire Suppression
National Customer Service Center (6FR)
1500 E. Bannister Road, Bldg. 4
Kansas City, MO 64131-3088

Other Recommended Notification for GSA and non-GSA Fire Supplies and Equipment

Notifying the servicing NFES Geographical Area Cache of product deficiencies, shipping problems, or other product concerns is recommended in addition to the process shown above for both GSA and non-GSA provided fire supplies and equipment.

On an incident, broken or defective items can be tagged with a description of the problem and returned to the incident Supply Unit or local cache for follow-up and notification to the servicing NFES Geographical Area Cache.

Additional information and forms on the product deficiency reporting process can be found at www.fs.fed.us/fire/cache/# and soon at the USDA Forest Service Technology and Development Centers websites at <http://fswweb.mtdc.wo.fs.fed.us/> and <http://fswweb.sdtc.wo.fs.fed.us/>.

If you have any questions or comments related to this information please contact William Hicks, GSA Fire Program Coordinator at (817) 574-2533 or Paul Naman, NFES Representative at (208) 387-5421.

/s/ Paul E. Naman

cc:

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